



# UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE  
United States Patent and Trademark Office  
Address: COMMISSIONER FOR PATENTS  
P.O. Box 1450  
Alexandria, Virginia 22313-1450  
[www.uspto.gov](http://www.uspto.gov)

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/873,741	06/04/2001	Kristen L. Bhatti	10008151-1	4871

7590 12/10/2004

HEWLETT-PACKARD COMPANY  
Intellectual Property Administration  
P.O. Box 272400  
Fort Collins, CO 80527-2400

EXAMINER

NGUYEN, THANH T

ART UNIT

PAPER NUMBER

2144

DATE MAILED: 12/10/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

<b>Office Action Summary</b>	<b>Application No.</b>	<b>Applicant(s)</b>	
	09/873,741	BHATTI ET AL.	
	Examiner Tammy T Nguyen	Art Unit 2144	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

#### Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE (3) MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

#### Status

1) Responsive to communication(s) filed on 04 June 2001.

2a) This action is FINAL.                    2b) This action is non-final.

3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

#### Disposition of Claims

4) Claim(s) 1-15 is/are pending in the application.

4a) Of the above claim(s) \_\_\_\_\_ is/are withdrawn from consideration.

5) Claim(s) \_\_\_\_\_ is/are allowed.

6) Claim(s) 1-15 is/are rejected.

7) Claim(s) \_\_\_\_\_ is/are objected to.

8) Claim(s) \_\_\_\_\_ are subject to restriction and/or election requirement.

#### Application Papers

9) The specification is objected to by the Examiner.

10) The drawing(s) filed on 04 June 2001 is/are: a) accepted or b) objected to by the Examiner.  
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).  
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

#### Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a) All    b) Some \* c) None of:

1. Certified copies of the priority documents have been received.
2. Certified copies of the priority documents have been received in Application No. \_\_\_\_\_.
3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

\* See the attached detailed Office action for a list of the certified copies not received.

#### Attachment(s)

1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892)	4) <input type="checkbox"/> Interview Summary (PTO-413)
2) <input checked="" type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948)	Paper No(s)/Mail Date. _____
3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____	5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152)
	6) <input type="checkbox"/> Other: _____



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
[www.uspto.gov](http://www.uspto.gov)

***Detailed Office Action***

1. This action is in response to the application **09/873741** filed. **June 4, 2001**
2. Claims **1-15** have been examined.

***Claim Rejections - 35 USC § 102***

3. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

4. Claims 1-15 are rejected under 35 U.S.C. 102(e) as being anticipated by Colby et al. (USPN 6,625,643– Date of Patent: September 23, 2003, herein referred to as “Colby”).

5. As to claim 1, Colby teaches the invention as claimed, including a method for providing technical support documents via the Internet on a peripheral device connected to a web server storing the requested technical support documents, comprising the steps of: selecting an event on the device (see col.6, lines 16-56); requesting a default uniform resource locator with the selected event and returning the technical support document relating to the selected event of the requested uniform resource locator to the device (see col.8, lines 11-51, col.9, lines 1-48, and col.12, lines 6-60).
6. As to claim 2, Colby teaches the invention as claimed, further comprising the steps of: reading device configurations from firmware; determining whether to print or display the returned technical support document from the device configuration; printing the returned technical support document when the device configuration indicates print (See col.16, lines 35-53); and, displaying the returned technical support document when the device configuration indicates display (see col.20, lines 40-55).
7. As to claim 3, Colby teaches the invention as claimed, wherein said step of selecting an event further comprising the steps of: reading a device state table of the peripheral device; obtaining a most recently activated event from the device state table; determining whether a display is available on the peripheral device (see col.20, lines 40-55); selecting the most recently activated event as the selected event when a display is not available on the peripheral device; and, determining whether the most

recently activated event is an error when a display is available on the peripheral device (see col.29, lines 7-21).

8. As to claim 4, Colby teaches the invention as claimed, wherein said step of determining whether the most recently activated event is an error further comprising the steps of: selecting the most recently activated event as the selected event when the most recently activated event is an error and requesting the default uniform resource locator without a selected event when the most recently activated event is not an error device (see col.8, lines 11-51, col.9, lines 1-48, and col.12, lines 6-60).
9. As to claim 5, Colby teaches the invention as claimed, wherein said step of obtaining a default uniform resource locator further comprising the steps of: returning a help menu for selecting an event; displaying the help menu to the user; choosing an event from the help menu by the user and selecting the chosen event from the help menu as the selected event (see col.32, lines 45-67).
10. As to claim 6, Colby teaches the invention as claimed, wherein, prior to said step of requesting a default uniform resource locator with the selected event, further comprising the step of obtaining a default uniform resource locator from the firmware of the device (see col.8, lines 37-67).
11. As to claim 7, Colby teaches the invention as claimed, including a method for providing context sensitive technical support documents via the Internet on a peripheral device having a device state table for keeping a log of events of the device, wherein the peripheral device is connected to a web server storing the requested technical support documents, comprising the steps of: obtaining a most recently

activated event from the device state table (col.6, lines 16-56, col.20, lines 5-65, and col.29, lines 8-43); requesting a default uniform resource locator with the most recently activated event and returning the technical support document relating to the most recently activated event to the device (see col.8, lines 11-51, col.9, lines 1-48, col.12, lines 6-60, and col.29, lines 8-43).

12. As to claim 8, Colby teaches the invention as claimed, including a computer program product comprising a computer usable medium having computer readable program codes embodied in the medium that when executed causes a computer to: obtain a most recently activated event from the device state table (col.6, lines 16-56, and col.29, lines 8-43); request a default uniform resource locator with the most recently activated event and return the technical support document relating to the most recently activated event to the device (see col.8, lines 11-51, col.9, lines 1-48, col.12, lines 6-60, and col.29, lines 8-43).
13. As to claim 9, Colby teaches the invention as claimed, including a computer program product comprising a computer usable medium having computer readable program codes embodied in the medium that when executed causes a computer to: select an event on the device; obtain a default uniform resource locator from the firmware of the device (col.6, lines 16-56); request the default uniform resource locator with the selected event and return the technical support document relating to the selected event of the requested uniform resource locator to the device (see col.8, lines 11-51, col.9, lines 1-48, and col.20, lines 5-65).

14. As to claim 10, Colby teaches the invention as claimed, including a system for providing technical support documents on a peripheral device via the Internet, comprising: a peripheral device for requesting a technical support document of a selected event using a default uniform resource locator and a web server for servicing the default uniform resource locator by returning the relevant technical support document relating to the selected event (see col.8, lines 11-51, col.9, lines 1-48, col.12, lines 6-60, and col.20, lines 5-65).
15. As to claim 11, Colby teaches the invention as claimed, further comprising a dedicated switch for users to activate the peripheral device to request technical support documents (see fig.1 peripheral device).
16. As to claim 12, Colby teaches the invention as claimed, wherein said dedicated switch is a push button located on the peripheral device (see col.32, lines 45-67).
17. As to claim 13, Colby teaches the invention as claimed, wherein said dedicated switch is an icon that is displayed on the control panel of the peripheral device (see col.20, lines 45-50).
18. As to claim 14, Colby teaches the invention as claimed, wherein said peripheral device further comprising a device state table for storing a log of events of the device, wherein the most recently activated event from the device state table is the selected event when the peripheral device makes a technical support document request (see col.29, lines 7-28).

Art Unit: 2144

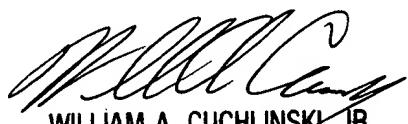
19. As to claim 15, Colby teaches the invention as claimed, wherein the selected event is appended to the request for the default uniform resource locator (see col.8, lines 40-67).

### ***Conclusion***

20. Any inquiries concerning this communication or earlier communications from the examiner should be directed to **Tammy T. Nguyen** who may be reached via telephone at **(571) 272-3929**. The examiner can normally be reached Monday through Friday between 8:00 a.m. and 5:00 p.m. eastern standard time.

If you need to send the Examiner, a facsimile transmission regarding this instant application, please send it to **(703) 872-9306**. If attempts to reach the examiner by telephone are unsuccessful, the Examiner's Supervisor, Bill Cuchlinski, may be reached at **(571) 272-3905**.

**TTN**  
November 30, 2004



WILLIAM A. CUCHLINSKI, JR.  
SUPERVISORY PATENT EXAMINER  
TECHNOLOGY CENTER 2600